



## **Special Assistant (Help Desk Technician)**

**Full-time, temporary assignment expected to work through June 2014  
\$29.51 hourly**



**POSITION:** The Help Desk Technician will respond to all level one support requests, resolve issues that are able to be addressed at the first level and escalate issues to the appropriate IT resource.

This is a full-time temporary assignment expected to work through June 2014.

### **EXAMPLES OF DUTIES:**

- Resolve first level IT service requests for personal computer hardware and software programs over the telephone, through e-mail or in person.
- Use a help desk support application to log and assign service tickets to technical staff.
- Determine proper escalation path for first level issues that cannot be resolved.
- Redirect problems to the appropriate IT resource as well as identify and escalate situations requiring urgent attention.
- Maintain help desk tickets with current information.
- Join new and existing computers to domain.
- Provide desktop support for end users.
- Set up, configure and troubleshoot software.
- Assist with maintenance of Microsoft Active Directory accounts and file share permissions.
- Assist with hardware inventory control.
- Update client IT documentation, service tickets and notes.
- Provide and update support documentation as required.
- Monitor internal system notifications for proactive response and communication of any outages or system downtime.
- Respond to all end user support issues in a timely and professional manner.
- Perform related tasks as required.

**REQUIREMENTS:** The City is searching for a self-motivated Help Desk Technician with the ability to identify, analyze and resolve customer personal computer hardware and software problems. The successful candidate must be able to work independently as well as collaboratively with the IT team, have a positive attitude and strong commitment to customer satisfaction, and exhibit poise and patience during phone-based technical support. Additionally, the incumbent must possess excellent customer service, verbal and written communication skills.

**Experience and Education:** Any combination of education and/or experience equivalent to: one year of Help Desk technician experience including response for assistance over the telephone and through e-mail, and experience working with remote control software to assist users.

Knowledge of:

- Personal computer hardware and software.
- Microsoft Active Directory user account maintenance.
- Microsoft Windows 7 desktop operating system.
- Microsoft Office 2010 desktop applications.
- Microsoft Outlook e-mail client.
- Network printing.

Ability:

- Eradicate viruses and malware.
- Set up and configure iPhone, Android, iPad and other mobile devices.
- Troubleshoot Microsoft Windows domain account issues.
- Troubleshoot general network connectivity issues.

The following work experiences are highly desirable:

- Troubleshoot switch port related issues.
- Assign VPN client access and resolve related issues.
- Troubleshoot Wi-Fi and assist users with setting up Wi-Fi on mobile devices.
- Assign TCP/IP network addresses.
- Troubleshoot remote access account issues.
- Support users in a municipal enterprise environment with applications such as permitting, document imaging, HR/payroll and financials.

**BENEFITS:** There are no benefits with this temporary assignment.

**APPLICATION INSTRUCTIONS:** To be considered for this position, submit a completed City application, resume and supplemental questionnaire:

- Through our online application system at [www.fremont.gov/employment](http://www.fremont.gov/employment) or
- To visit the Human Resources Department at 3300 Capitol Avenue, Building B, Fremont, CA 94538 to use our application kiosk.

**First review of applications is December 16<sup>th</sup>.** The position may close without notice. Interested candidates are encouraged to apply immediately.

**SELECTION PROCESS:** The process will include individual and/or panel interviews, fingerprint check, reference check and other related components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

The City of Fremont is an Equal Opportunity Employer.

Reasonable Accommodation: We will make reasonable efforts in the selection process to accommodate persons with disabilities. Please advise Human Resources of any special needs well in advance by calling (510) 494-4660.

**Supplemental Questionnaire:** The completion of this Supplemental Questionnaire is required for your application to be considered for the Special Assistant (Help Desk Technician) position and is an integral part of the examination process.

This Supplemental Questionnaire will be used to evaluate your work experience as it relates to the position of Help Desk Technician.

All answers given in this Supplemental Questionnaire regarding work experience are subject to verification. Any misrepresentation of information will be justification for disqualification from the examination process in accordance with the provisions of the City of Fremont's Personnel Rules.

1. How many years of professional experience do you have providing IT help desk support over the phone and by e-mail?

- 0 years
- At least 1 year
- At least 2 years
- Over 3 years

2. What is your technical skill level in Microsoft Office Suite 2010?

- No proficiency
- Beginner
- Intermediate
- Advanced
- Expert

3. What is your technical skill level in Microsoft Windows 7?

- No proficiency
- Beginner
- Intermediate
- Advanced
- Expert

4. What is your technical skill level in troubleshooting general network connectivity issues?

- No proficiency
- Beginner
- Intermediate
- Advanced
- Expert